

# Fort Knox Customer Management Services (CMS)

Fort Knox has officially kicked off the new Customer Management Services Program (CMS). The program is a standardized, three-tiered feedback system based on input from individuals, constituent groups and mission commanders.

Installation Management Command launched this program designed to enable us to better use customer feedback to evaluate and improve programs and services on installations.

Maj. Gen. John A. Macdonald, the deputy commander of the Installation Management Command (IMCOM) in Arlington, VA called the new program a **“Voice of the Customer”** feedback system that validates priorities, improves services, and facilitates installation management’s continued development as a customer-focused and results-driven organization.

The system provides a voice of the customer at each tier.

At the individual level, the major component is the **Interactive Customer Evaluation**. ICE has been in use at Fort Knox since 2004. The Garrison Commander reads every comment provided. The ICE system is a service provider resolution process that promotes direct and rapid interaction between constituents and service providers.

Have a comment about the service you received somewhere on post? Then go online and log onto [www.knox.army.mil](http://www.knox.army.mil) and click the blue ICE logo to get started. You can access the system from any computer with internet connectivity from any location.

Constituent groups made up of the entire Army team – Soldiers from all components, retirees, Family members and civilians- will be able to provide feedback on installation service delivery and the importance of services to their unique needs.

A quarterly issue resolution process called **Community FIRST** (Feedback, Issues, Resolutions, and Solutions Today) will include focus groups which will identify group-specific issues needing attention at Fort Knox.

Constituents can also complete an annual Web-based assessment. Mission commanders supported by the garrison will identify the installation services most important to the accomplishment of the unit’s mission and evaluate how well the garrison is providing each service. This is done through the Web-based services assessment.

Bruce Montgomery has been hired as the program’s first customer service officer for Fort Knox and he comes with plenty of experience. He recently retired as the Fort Knox inspector general with more than 24 years of service and has lived in the local area for the past seven years.

He will manage the ICE and Community FIRST programs and analyze data gathered during the annual assessments.

He wants to give the people who live, work, and train on Fort Knox and in the local area a larger voice in how they are represented and how services are managed.

“The success of the new feedback program is solely dependent on our customers. We can’t fix what we don’t know is broke and we want to hear from you when you receive exceptional service” Montgomery said.

The new program will serve 36 installations initially with the addition of nine additional garrisons in approximately six months.

If you would like to know how you can be a part of the feedback program or would like to invite Montgomery to your constituent group meeting, please call him, at 502-624-5836.